

ELECTRONIC BENEFIT TRANSFER-EBT PARTICIPANT MAILINGS

MAILERS	Group I Mailing date	Group II Mailing date
EBT is Coming 60/45 day flier - (Attachment A), mailed (in eight languages) to all participants. This is the first notice participants will receive. No action is needed by participants; the purpose is just to advise them to look for more news about EBT being mailed to them. This notice is scheduled to be sent 60 days and 45 days prior to implementation.	11/24/03 (60 days) 12/08/03 (45 days)	12/22/03 (60 days) 01/05/04 (45 days)
Authorized Representative Survey – Important Information notice (Attachment B), mailed (in eight languages) to all participants <u>who currently have an Authorized Representative</u> (AR) to pick up their cash/food stamps. This notice informs participants about the new process for selecting a representative to access EBT issued benefits. It also provides a form to select a new Alternate Cardholder/Authorized Representative (can be the same). With the new process participants must designate whether the AC/AR can access the food stamps, the cash or cash and food stamps. The form must be mailed back to a centralized location for processing (a postage-paid envelope and is provided).	12/1/03	12/29/03
EBT Cards and PINs – The State's contractor, Citicorp will mail out participant's EBT card, PIN, and a package of training material (telling the participant how to use the EBT card). These items will be mailed in three different packages. This mailing will also include an invitation for the participant to go the training at an off-site location near the district office.	12/15/03—12/19/03	1/14/04-1/21/04
Supplemental Training Material – DPSS will send out a package of supplemental training material, including a brochure with EBT tips, a State notice providing additional information about EBT, a ATM Stagger flier to assist participants in finding their benefit availability day, and a reminder notice to be sure to attend training. (See Attachment C for the Participant training site schedule for walk in training)	12/19/03	1/21/04
Look for your Card and PIN flier – (Attachment D), is being mailed to (in eight languages) to all participants telling them they will receive their EBT cards and PINs in two separate mailings. This notice is scheduled to be sent 30 days prior to implementation	12/29/03	1/26/04
EBT Stagger Day notice - (Attachment E) will be mailed (with the PA 15 in all threshold languages) to inform participants the day the benefits will be available (since benefits are staggered). CAPI and RCA participants will receive their benefits on the <u>first</u> of the month; CalWORKs participants will receive their benefits over the <u>first three days</u> of the month; and Food Stamps and General Relief participants will continue to receive their benefits over the <u>first 10 days</u> of the month.	12/22/03	1/19/04
Direct Deposit Information notice – (Attachment F) will be sent to participants who have their cash benefits directly deposited into their bank accounts. Currently these participants receive both the cash and food stamp benefits on the first of the month. With EBT, while the cash benefits will continue to be deposited into their accounts on the first of each month, the day their Food Stamp benefits will be available will change (since Food Stamp benefits will be staggered over the first 10 days of the month).	12/29/03	1/26/04
The EBT Book of ATM's, Stores and Farmers' Markets – will be mailed to all participants. A separate book will be produced for each district listing the locations where participants can access their benefits using their EBT card.	12/29/03	1/26/04

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PARTICIPANT MAILINGS**

SPECIAL NOTICES	Group I and Group II Mailing date
EBT Non-Use Letter (Attachment G) – is being sent to tell the participant that their EBT card has not been used in over 45 days. This letter is sent after the participant receives the LEADER generated NOA informing them that the County will stop access to the EBT account.	(mailed at the end of Nov)
EBT Excessive Fees Letter (Attachment H) – is being to tell the participant that they have been paying more than \$10 a month in fees to access their cash benefits. We will also send the brochure "How To Get Your Cash Benefits No Cost"	(mailed at the end of Nov)
New Approvals Supplemental Material – is the mailing of the Supplemental Training material and EBT is Coming T03-12 to newly approved participants between 10-20-03 thru 1-3-04 to inform them of the upcoming implementation of EBT.	(mailed beginning the 2 nd week of Dec 03 and in Jan 04)
T03-13 CW7 stuffer (Attachment I) is being mailed along with the CW7 to inform participants to be sure to pick up all of their benefits from the outlet the month before EBT begins.	(mailed end of Dec 03)